

Research Study: Examining Passenger Perception of Discrimination in European Airports: Providing a Good Passenger Experience for All

This research study in cooperation with the IU aimed at getting an insight and address the perception of discrimination in European airports, primarily focusing on ensuring an equally good passenger experience for all individuals. Research has been performed on what situations are perceived by passengers with diverse backgrounds as discriminatory, and how they can be mitigated to ensure an inclusive and equally good passenger experience at the different touchpoints.

Contents

- Assessment of existing data on discrimination and past European airport experiences.
- Online survey among individuals prone to discrimination based on religion, ethnic background, or skin color to get an insight on the perceived forms of discrimination and on the touchpoints along the passenger journey.
- Experts interviews regarding potential measures to mitigate discrimination

Period of Services:
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